



**Date:** April 18, 2003  
**To:** BearingPoint  
**From:** OSS Test Project Management Team  
**Subject:** SBC Response to Additional Questions for Observation 836

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**Additional Questions Sent April 17, 2003:**

BearingPoint requests that SBC Ameritech confirm that “winback” orders will be included in the calculation of Performance Measurement MI 13 with the implementation of the “2002 Six-Month Review” approved business rules.

**SBC Response to the Additional Questions Sent April 17, 2003:**

SBC Midwest confirms that “winback” orders will be included in the calculation of Performance Measurement MI 13 with the implementation of the “2002 Six-Month Review” approved business rules. In addition, SBC understands that BE is currently reviewing July, August, and September 2002 data months and therefore, these changes are not applicable to this observation.

***BearingPoint Requested Target Dates:***

Criteria	Applicable Test Area	Values
Target Date for Fix Implementation	All	N/A
Target Data Month of Fix	4 , 5	N/A
Target Date Restated/ Corrected Value(s) Reported	4 , 5	N/A
Target Date Updated Data Provided	4 , 5	N/A
Target Date Updated Documentation Provided	1, 4, 5	N/A
Target Date for SME Interview Availability	1, 2, 3	N/A
Target Date Additional Supporting Documentation Provided	1, 2, 3	N/A
Additional SBC Information/ Comments	All	N/A

**Observation 836:**

## **Ameritech Response to KPMG Observation (*continued*)**

SBC Ameritech is improperly applying exclusions in the calculation of Performance Measurement MI13 (“Percent Loss Notification Within One Hour of Service Order Completion”) for July, August, and September 2002.

### **Issue:**

In the process of conducting PMR5 (Metrics Calculations and Reporting) test, BearingPoint has determined that SBC Ameritech is excluding “Winbacks” from the published performance measurement results for Performance Measurement MI 13. The published metrics business rules for July, August, or September 2002 do not state “Winbacks” as a valid exclusion.

### **SBC Response to Observation 836:**

As currently defined, PM MI 13 calculates the elapsed time between transmission of a completion notice to the carrier gaining a customer and the time the LLN is sent to the carrier losing the customer. The business rule defines the start time of this measurement as “the [time the] completion notice (EDI 865 message) is transmitted to the new carrier”. In instances where SBC is the new carrier (i.e., Winback), no EDI service completion notice is sent to SBC’s retail organization. Although LLNs are sent to CLECs in these instances, line loss notification intervals are not captured in the current version of PM MI 13 due to the absence of a start time (i.e., the time the completion notice (EDI 865 message) is transmitted to the new carrier) in accordance with the business rule. SBC is following the business rules as stated in this measure.

The modification to the business rule for PM MI 13 in the six-month review eliminates the use of the transmission of a service order completion notice as a starting time.

SBC requests that BearingPoint close this observation and continue testing.